

REVISED EXAMINATION  
SUPERVISING INSURANCE POLICY OFFICER  
DEPARTMENTAL PROMOTIONAL



ANNOUNCEMENT  
CALIFORNIA STATE DEPARTMENT OF

# Insurance

SALARY: \$4,571 –\$5,521

AN EMPLOYER OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION AGE OR SEXUAL ORIENTATION

How to Apply	<p align="center"><b>FINAL FILING DATE: FRIDAY, AUGUST 25, 2000</b></p> <p align="center"><b>DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD</b></p> <p align="center">Send application to: Department of Insurance 300 Capitol Mall, 13<sup>th</sup> Floor Sacramento, CA 95814 Attention: Diana Vandre</p> <p>Application (form STD678) must be <i>POSTMARKED</i> no later than the final filing date. Applications postmarked, personally delivered, faxed, or received via interoffice mail after the final filing date <b>will not</b> be accepted for any reason. Applications must have an original signature. If you have a disability and need special testing arrangements, mark the appropriate box on the application. You will be contacted to make specific arrangements.</p>
Requirements for Admittance to the Examination	<p>Applicants must have a permanent civil service appointment with the Department of Insurance as of the final filing date, in order to take this examination. Or, applicants must be a current or former employee of the legislature for two or more consecutive years as defined in Government Code Section 18990. The following patterns may be combined proportionately, when applicable, to meet the overall requirement. All applicants must meet the educational and/or experience requirements for this examination by <b>the final filing date</b>.</p> <p align="center"><b>MINIMUM QUALIFICATIONS</b></p> <p align="center"><b>Either I</b></p> <p>One year of experience in California state service performing the duties of Senior Insurance Policy Officer or a Senior Insurance Investigator. <b>Or</b></p> <p>Two years of experience in California state service performing the duties of an Associate Insurance Policy Officer or an Associate Insurance Investigator.</p> <p align="center"><b>Or II</b></p> <p>Five years of progressively responsible experience in claims adjusting or insurance underwriting within a private industry or State service including one year in a supervisory or administrative capacity. (Experience in California state service applied toward this requirement must be at the level of responsibility provided in the promotional pattern.)</p>
Position Description	<p>A Supervising Insurance Policy Officer, plans, organizes, manages and directs the work of subordinate Insurance Policy Officers; establishes policy, determines which cases should be referred to attorneys for disciplinary proceedings; examines, analyzes, and evaluates the facts obtained and the provisions of applicable insurance contracts; determines which cases should be forwarded for executive review; acts as the final conciliator in disputes and misunderstanding in an attempt to reach an amicable settlement between insurer and insured; reports and discusses with department attorneys possible ambiguous provisions of insurance contracts and complex problems related thereto; and confers with licensees, executives of insurance companies, other public officials, and the general public. <b>Positions exist in San Francisco and Los Angeles.</b></p>
Examination Information	<p align="center"><b>SUPPLEMENTAL APPLICATION – WEIGHTED PASS/FAIL</b></p> <p align="center"><b>QUALIFICATIONS APPRAISAL INTERVIEW – WEIGHTED 100%</b></p> <p>This examination will consist of a Supplemental Application and a set of interview questions. The supplemental application will be mailed to each candidate upon <u>acceptance</u> into the examination. It must be returned before any candidate may proceed to the interview phase of this promotional examination. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained overall. Candidates should list all experience on the application (form STD678) relevant to this examination. <b>Competitors who do not return the supplemental application will be disqualified from the examination.</b> It is anticipated that the mandatory interviews will be held during <b>October/November, 2000.</b></p>

SEE NEXT PAGE FOR ADDITIONAL INFORMATION

SUPERVISING INSURANCE POLICY OFFICER VJ30-8560

EXAM CODE: 0IN08

FINAL FILING DATE: AUGUST 25, 2000

<b>Examination Scope</b>	<p>In addition to evaluating the competitor's relative abilities as demonstrated by quality and breadth of experience, emphasis in the examining interview will be on measuring competitively, relative to job demands, each competitor's:</p> <table> <tr> <td><b>Knowledge of:</b></td><td><b>Ability to:</b></td></tr> <tr> <td>1. Principles and techniques of personnel management.</td><td>1. Direct the work of others, resolve disputes, and conciliate aggrieved persons.</td></tr> <tr> <td>2. General insurance principles, practices, procedures, and terminology and general insurance and contract law, the Insurance Code, related statutes and court decisions.</td><td>2. Analyze situations accurately and adopt an effective course of action.</td></tr> <tr> <td>3. Department's Diversity Program objectives.</td><td>3. Prepare reports.</td></tr> <tr> <td>4. A manager's role in the Diversity Program and the processes available to meet diversity program objectives.</td><td>4. Conduct conferences and interviews.</td></tr> <tr> <td></td><td>5. Speak and write effectively.</td></tr> <tr> <td></td><td>6. Effectively contribute to the Department's diversity program objectives.</td></tr> </table>	<b>Knowledge of:</b>	<b>Ability to:</b>	1. Principles and techniques of personnel management.	1. Direct the work of others, resolve disputes, and conciliate aggrieved persons.	2. General insurance principles, practices, procedures, and terminology and general insurance and contract law, the Insurance Code, related statutes and court decisions.	2. Analyze situations accurately and adopt an effective course of action.	3. Department's Diversity Program objectives.	3. Prepare reports.	4. A manager's role in the Diversity Program and the processes available to meet diversity program objectives.	4. Conduct conferences and interviews.		5. Speak and write effectively.		6. Effectively contribute to the Department's diversity program objectives.
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<b>Eligible List Information</b>	<p>A departmental promotional eligible list will be established for the Department of Insurance. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period. <b>Career Credits and Veterans' preference points</b> are not granted in promotional examinations.</p>														

## SUPERVISING INSURANCE POLICY OFFICER

**FINAL FILING DATE: AUGUST 25, 2000**

### GENERAL INFORMATION

**For an examination** without a written feature it is the candidate's responsibility to contact the Department of Insurance, Human Resources Management, Sacramento (916) 492-3311 three weeks after the final filing date if he/she has not received a progress notice.

**If a candidate's notice** of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

**Applications** are available at the Department of Insurance offices, State Personnel Board offices, and local offices of the Employment Development Department and on the Internet at <http://www.spb.ca.gov>.

**If you meet the requirements** stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**The Department of Insurance** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**Examination Locations:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: (1) subdivisional promotional, (2) departmental promotional, (3) multi-departmental promotional, (4) servicewide promotional, (5) departmental open, (6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

**Promotional Examinations only:** Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Informational Counter of State Personnel Board offices.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**Interview Scope:** If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

**High School Equivalence:** Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidates is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

California Relay (Telephone) Service for the Deaf or Hearing impaired:  
From TDD phones: 1-800-735-2929, from voice phones: 1-800-735-2922

Department of Insurance

Human Resources Management  
300 Capitol Mall, 13th Floor  
Sacramento, CA 95814  
(916) 492-3393

RELEASE DATE: 08/10/2000  
REVISED DATE: 08/15/2000  
AE/DV